

FACILITY SERVICES SUPPORT CONTRACT WEST
STATEMENT OF WORK

C.1 GENERAL

- .1 The IRS maintains facilities throughout the nation and provides planning, design, construction, and other related services for them. This contract supports the Office of Real Estate Planning and Management (REPM) nationwide program support.
- .2 The REPM is located within the Chief Management and Finance and serves as the IRS focal or central point dealing with the planning, coordinating, direction and implementation of all projects and tasks which affect real and personal property. This contract provides support to REPM and is known as the Facilities Support Services Contract-West (FSSC-W). The purpose of this contract is to provide facilities planning and project implementation support services to the IRS REPM, primarily in the West Coast (AK, HI, CA, OR, WA); Southwest (NM, AZ, NV); and Mid-West (ID, MT, WY, UT, CO, ND, SD, NE, KS, OK, MN, IA, MO, AR, WI, IL, TX) Regions. However, occasionally services shall be required in other areas of the United States.
- .3 The Facilities Support Services Contract-West (FSSC-W) shall provide facilities planning support services, facilities programming and space planning services, relocation management and project technical assistance to the IRS at 2221 S. Clark St., Arlington, Va. Work sites include national office headquarters, regional offices, submission processing sites, customer service sites, computing centers, district offices, host sites, and various posts of duty within the United States.
- .4 The FSSC-W contract is an indefinite delivery/indefinite quantity contract for supplies or services specified, and effective for the periods stated in the contract. The technical assistance, facilities and project support and related special and supplemental studies specified for performance and delivery shall be made only as authorized by task orders issued against the contract in accordance with the Ordering Clause.

C.2 TYPES OF SERVICES

- .1 The FSSC-W shall be responsible for providing facility support services and technical assistance, not including Federal Information Processing, and related Support services, in the following categories:

- .1 Facility Planning Support
- .2 Programming, Space Planning & Furniture Management
- .3 Relocation Management
- .4 Systems Integration & Telecommunication Coordination
- .5 Project Budget and Cost Control
- .6 Project Monitoring
- .7 Special Technical and Supplemental Studies
- .8 Other related services as required by the Contracting Officer

C.3 SCOPE OF SERVICES - PROGRAM BACKGROUND AND OBJECTIVES

- .1 The IRS has embarked upon a program to create a modernized IRS. Part the vision of a modernized IRS involves: (1) an emphasis on the reinvention of customer service within the IRS, (2) increased productivity through a quality work environment, (3) realignment of the IRS internal structure to provide for four operating units, and (4) the upgrading of current information systems to improve existing technology. The Office of Real Estate Planning and Management Division, under the Chief, Management and Finance, will have a significant role in implementing this modernization by planning, budgeting, directing and implementing real and personal property programs for IRS in the United States. Facilities Support Services and related studies will be required by REPM to implement IRS's reorganization and to assure that there is an absolute minimum of disruption to the business of the IRS in the implementation process. This contract does not include ADP development or ADP acquisition. These highly integrated support services shall include, but not limited to, the following:

.2 FACILITY PLANNING SUPPORT

- .1 The FSSC-W's responsibility shall be to function as a technical resource for facility planning

January 18, 2000

services to support the REPM Division and its client organizations in its responsibilities for implementing all projects, tasks and related professional services for the IRS. These facility planning services shall include, but are not limited to, the following:

- C Strategic Facility Planning
- C Facility Management Process Development
- C Budgeting Services
- C Other Related Services

- .2 Strategic facility planning support to the REPM Division and its client organizations within the IRS may involve research and preparation of planning documents which assess current real estate usage, growth patterns by organizational unit, planned or anticipated organizational changes, and other factors affecting facility utilization. Long-range, short-range and tactical (implementation) plans and schedules shall be produced from those planning documents. Changes in the strategic plan shall be monitored and reported on a periodic basis. Strategic and tactical plans shall be updated as required.
- .3 The FSSC-W shall provide Facility Management Process Development support as required. The FSSC-W shall review, analyze and document existing procedures to manage churn within existing facilities. The flow-charted existing processes shall be analyzed, benchmarked and otherwise compared with best industry practices, and revised in order to streamline facility operations and minimize costs. The FSSC-W shall assist the IRS in evaluating vendor services and shall make recommendations for changes as necessary to improve the efficiency of the new processes.
- .4 The FSSC-W shall assemble and document project budgets and cost alternatives for any and all strategic, tactical and process projects. The FSSC-W shall develop budget tracking and reporting procedures to assist the IRS in managing the various project budgets and comparing

projected and actual costs.

.3 PROGRAMMING, SPACE MANAGEMENT & FURNITURE MANAGEMENT

- .1 The FSSC-W shall provide various pre-design services to support the REPM Division and its client organizations in its responsibilities for implementing all projects, tasks and related professional services for the IRS. Tasks related to pre-design phase of its work may include, but are not limited to, the following:

C	Programming
C	Blocking and Stacking
C	Space Planning
C	Furniture Layouts
C	Furniture Inventory Management
C	Other Related Services

- .2 During the pre-design phase, the FSSC-W shall meet with all affected organizations to identify staff requirements, space standards, functional adjacencies, work flow, special space or electrical/data requirements. The identified requirements shall be entered into detailed programming documents and entered into electronic format (Microsoft Access, AutoCAD, Microsoft Project, etc.).
- .3 Using programming information, the FSSC-W may be tasked with producing blocking and stacking options and assisting the IRS in analyzing the options and selecting a preliminary plan.
- .1 One-line schematic space planning documents shall be produced by the FSSC-W in sufficient detail to review with organizational groups. After approval of the space plan, the FSSC-W shall produce AutoCAD drawings and other documentation of the approved space plan containing sufficient detail of design intent for use by the IRS's architects and engineers who will then prepare any necessary construction drawings.

January 18, 2000

- .5 The FSSC-W shall support the REPM Division and assist the IRS in analyzing furniture requirements in connection with ongoing projects. Such assistance may include developing furniture layout drawings for furniture vendors, creating scopes of work for furniture inventory contractors, monitoring the furniture inventory process, manipulating the resulting electronic database containing the furniture inventory to identify furniture to be reused and furniture to be purchased.

.4 RELOCATION MANAGEMENT.

- .1 The FSSC-W shall provide relocation management services to support the REPM Division and its client organizations in its responsibilities for implementing all projects, tasks and related professional services for the IRS. These relocation management services are associated with REPM projects involving reorganization/consolidation of existing facilities or the opening of new facilities. In support of the above activities the work of the FSSC-W shall include, but is not limited to, the following:

- C Project Scheduling
- C Procurement Scheduling and Coordination
- C Project Monitoring
- C Vendor Coordination
- C Furniture Reuse Coordination
- C Scope of Work Development
- C Move Coordination
- C Post-Move Problem Resolution Process Management
- C Budgeting/Cost Control
- C Other Related Services

- .2 The relocation management work of the FSSC-W by its nature requires extensive coordination with other IRS organizational entities and outside contractors such as architects/engineers,

January 18, 2000

information systems/telecommunications providers, moving contractors, etc. The FSSC-W shall, through research, develop an understanding of, integrate and coordinate with any known IRS plans and programs affecting the involved facility or facilities; e.g. information systems, telecommunications systems, facilities management, and other active Task Orders and contracts.

- .3 The FSSC-W shall conduct interactive workshops to derive the project schedule and develop team consensus. The resulting schedule shall be documented in the form of a Project Master Plan and Schedule. Phasing plans, critical paths and other documentation shall be included to support the plan in both text and graphic forms. Detailed Action Item Reports shall be generated in computer scheduling software such as Microsoft Project. The Action Item Reports shall integrate the action plans of all affected groups including, for example, REPM Division, affected IRS branches and groups, A/E contractors, construction contractors, IRS Information Systems and Telecommunications functions, IRS Facilities Management and Support Services functional areas, NTEU, etc.
- .4 Procurements will be identified and scheduled. The FSSC-W may assist in the development of Scopes of Work for contract services as necessary. A procurement tracking system shall be established and implemented to assure that all products and services arrive on schedule.
- .5 The FSSC-W shall assist the IRS in leading regular team meetings to monitor the project schedule, track progress and coordinate multi-discipline issues. The project schedules and Action Item Reports shall be updated on a regular basis. Additional action plans shall be developed to resolve major issues as they arise.
- .6 As a part of relocation management, the FSSC-W shall function as a technical resource to the REPM and the various Information Systems organizations (AIS®) to plan for the relocation or procurement of IS systems and to organize, budget, schedule,

January 18, 2000

review and monitor progress of those plans.

.7 The FSSC-W shall coordinate the activities of outside vendors, including interfacing with IRS security to arrange deliveries. The FSSC-W may assist the IRS in developing Scopes of Work for moving contractor services, furniture installation work, specialized equipment movers, rigging, and other related services.

.1 The FSSC-W shall assist the IRS's architect/engineer, or if none take the lead, in assigning new locations for existing furniture to be reused in the new facility. Existing and new location information shall be entered into an inventory database which shall then be manipulated to provide reports for accurate furniture tagging for move purposes.

.1 The FSSC-W shall develop and document a move logistics plan which provides maximum cost efficiency and minimum business disruption to the IRS. The FSSC-W shall produce furniture placement diagrams and other move signage and provide on-site move observation and support. The FSSC-W shall develop and implement processes for resolving post-move problems. A Lessons Learned document shall be produced for the purpose of improvement of future relocation project implementations.

.5 SYSTEMS INTEGRATION & TELECOMMUNICATION COORDINATION

.1 The FSSC-W shall provide systems integration and telecommunication coordination services to support the REPM Division and its client organizations in its responsibilities for implementing all projects, tasks and related professional services for the IRS. The FSSC-W shall not provide design services but shall document and coordinate the interrelated activities of the Integration Support Contractor, other contractors, and local and national Information Systems and Telecommunications (IS/Telecom) groups whenever the delivery of IS and telecommunications services will likely be affected by a project.

.6 PROJECT BUDGETING AND COST CONTROL

- .1 The FSSC-W shall provide project budgeting and cost control services to support the REPM Division and its client organizations in its responsibilities for implementing all projects, tasks and related professional services for the IRS. The FSSC-W shall assemble and document project budgets and cost alternatives. The FSSC-W shall develop budget tracking and reporting system to assist the IRS in managing the various project budgets. The budget tracking system shall provide variance reports to compare projected and actual costs as well as other management reports that may be required from time to time.

.7 SPECIAL TECHNICAL AND SUPPLEMENTAL STUDIES

- .1 The FSSC-W shall prepare special technical and supplemental studies to support the REPM Division and its client organizations in its responsibilities for implementing all projects, tasks and related professional services for the IRS. Areas of contract actions include, but are not limited to, physical facilities analysis and standards and guidelines.

.8 SOFTWARE COMPATIBILITY

- .1 CAD Drawings shall be developed using the most recent version of AutoCAD and shall adhere to the most recent version of the American Institute of Architects (AIA) CAD Layering Guidelines.
- .2 Databases developed during the performance of this contract shall be the most recent version of Microsoft Access.
- .3 All rights in drawings and databases will be transferred to the Government.

C.4 SECURITY REQUIREMENTS

.1 BACKGROUND CHECKS

January 18, 2000

- .1 The Contractor shall certify that all personnel, assigned to tasks issued under this contract, have passed a local law enforcement background check. Failure to have such checks or falsification of the certification by the Contractor shall be grounds for termination of this contract.

C.5 KEY PERSONNEL

- .1 The contractor agrees that the Principal, Project Director and Senior Project Manager for this contract shall be the individuals named by the Contractor in its proposal unless the procedures for substituting these personnel contained in this paragraph are complied with. Since selection of the contractor was, in large part, based on the qualifications of these personnel, it is a material requirement of the contract that these personnel be provided in performing the work. Failure of the contractor to make good faith efforts to provide these personnel constitutes grounds for termination for cause (default) under the termination clause of the contract. If any of these personnel leaves the contractor's employ, the contractor shall notify the Contracting Officer reasonably in advance and shall submit justification, including a proposed substitute, in sufficient detail to permit evaluation of the impact on the contract. The contractor agrees to provide a replacement who has work and management experience equivalent to the person being replaced. The Contracting Officer reserves the right to determine if the proposed substitute's work and management experience are equivalent to those of the person being replaced. No replacement shall be made without the written consent of the Contracting Officer.